

MEMORANDUM FOR: All NOAA Employees

FROM: R. J. Dominic
Director, Finance Office/Comptroller

SUBJECT: Travel Transmittal Number 14

The attached Travel Transmittal Number 14 has been posted on the NOAA Travel Office (NTO) web page at <http://www.ofa.noaa.gov/~finance/travel1.htm>. Please visit our web page to view the NOAA travel regulations or to update your NOAA Travel Handbook (NTH). Travel Transmittal 14 provides Financial Management Centers (FMCs) oversight responsibilities for reviewing monthly Citibank Government travel charge cardholder account reports. FMCs are responsible for monitoring Citibank reports for delinquencies and misuse, verifying appropriate credit limits, and deciding which travel cards need to be canceled or deactivated.

Please contact Rachael Wivell or Pat Oliver in the NOAA Travel Office (NTO) on (301) 444-2136 or (301) 444-2155 if you have any questions.

MEMORANDUM FOR: All Holders of the NOAA Travel Handbook

FROM: R. J. Dominic
Director, Finance Office/Comptroller

SUBJECT: Travel Transmittal Number 14

1. Filing Instructions for the NOAA Travel Handbook (NTH).

Replacement pages for your NTH are attached as follows:

Remove

Insert

Pages 301-51-6 through 301-51-10
dated June 1, 2003

2. Explanation of Changes. The attached pages provide Financial Management Centers (FMCs) oversight responsibilities for reviewing monthly Citibank Government travel cardholder account reports. FMCs are responsible for monitoring Citibank reports for delinquencies and misuse, verifying appropriate credit limits, and deciding which travel cards need to be canceled or deactivated.

3. File this cover memorandum in the front of the NTH. Clarification or assistance regarding travel policies and/or procedures may be obtained by calling your servicing Administrative Support Center travel office listed below:

WASC - Seattle----- (206) 526-6008
MASC - Boulder----- (303) 497-5307
CASC - Kansas City--- (816) 426-7543 x431
EASC - Norfolk----- (757) 441-6897
NOAA Travel Office-- (301) 444-2136 or 444-2155

Attachments

Attachment

NOAA TRAVEL REGULATION (NTR) CHECKSHEET FOR CHAPTERS 300 and 301

Following is a list of pages currently in effect in the NTR. This checksheet is to be used to verify the accuracy of the NTR.

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NOAA TRAVEL REGULATION CHECKSHEET FOR CHAPTERS 302 and 306

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2-1(1).....	May 99	<u>Part 302-10</u>			7-11.....10
2-1(2).....	May 99	2-10(1).....	May 99	<u>Part 306-3</u>	7-12.....10
2-1(3).....	May 99	2-10(2).....	May 99	3-1.....6	7-13.....10
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					7-20.....10
<u>Part 302-2</u>		<u>Part 302-12</u>		<u>Part 306-5</u>	7-21.....12
2-2(1).....	July 91	12-1.....	9	5-1.....13	7-22.....12
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<u>Part 302-4</u>		12-3.....	11	5-3.....12	7-24.....12
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<u>Part 302-5</u>		12-6.....	9	<u>Part 306-6</u>	
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DOC TRAVEL REGULATION CHECKSHEET FOR CHAPTER 301

Following is a list of pages currently in effect in the DOC Travel Handbook. This checksheet is to be used to verify the accuracy of the DOC Travel Handbook. NOTE: The DOC Travel Handbook, Chapter 301, has not been written in the plain language format and currently does not line up correctly with the Federal and NOAA pages in this new NOAA Travel Handbook (NTH).

Page Transmittal

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CHAPTER 301

Part 301-1

(this part should follow Federal pg 2-2)

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BLANK PAGE	
1-25.....	11

Part 301-2

(this part should follow Federal pg 10-19)

2-1.....	8
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Part 301-3

(this part should follow DOC pg 2-3)

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3-6.....	8
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Part 301-4

(this part should follow DOC pg 3-7)

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4-2.....	8

Part 301-7

(this part should follow Federal pg 11-19)

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DOC TRAVEL REGULATION CHECKSHEET FOR CHAPTER 301 (continued)

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CHAPTER 301 (continued)

Part 301-8

(this part should follow DOC pg 7-6)

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Part 301-5

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Part 301-6

(this part should follow DOC pg 5-3)

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Part 301-9

(this part should follow DOC pg 6-2)

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Part 301-10

(this part should follow Federal pg 51-5)

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Part 301-11

(this part should follow Federal pg 52-5)

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DOC TRAVEL REGULATION CHECKSHEET FOR CHAPTER 301 (continued)

DOC Travel Handbook, Special Transmittal 004, Dated February 25, 2000, was issued without page numbers. File behind FTR according to Part. Pages with multiple parts, e.g., questions and answers from Part 301-51 appear on the same page as 301-52, need to be copied so that each can be filed in their appropriate Part.

Part 301-51

301-51.1 thru 301-51.7

Part 301-52

301-52.17 thru 301-52.23

Part 301-54

301-54.1

Part 301-70

301-70.700 thru 301-70.707

Part 301-71

301-71.204 thru 301-71.213

Part 301-76

301-76.1 thru 301-76.101

DOC TRAVEL REGULATION CHECKSHEET FOR CHAPTER 302

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Part 302-5

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BLANK PAGE

5-5.....	8
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Part 302-8

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Part 302-11

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Part 302-12

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DOC TRAVEL REGULATION CHECKSHEET FOR CHAPTERS 305 and 306

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Part 305-2

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Part 305-3

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Part 305-4

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CHAPTER 306

Part 306-1

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Part 306-2

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2-2.....	8

**Policy and Procedures for the Use of the
Contractor-issued Government Travel Charge Card**

B. RESPONSIBILITIES

2(a). Directors, Financial Management Centers (FMC(s)) or their designee(s).

(1) Complete on-line cardholder training so that there is a basic understanding of the travel card program. This on-line training provides information on traveling for the Government and reviews how to use the travel card. Please visit our website for the on-line training:
<http://www.rdc.noaa.gov/~finance/Citibank.htm>

(2) Ensure that all employees in your FMC who perform five or more official trips a year are issued the card, unless an exemption has been granted.

(3) Contact cardholders to provide acknowledgment statements when requested by the Agency Organization Program Coordinator (AOPC). An acknowledgment statement is a certification that the employee has read all applicable travel card regulations and will comply with all travel card policies. The acknowledgment statement must be submitted with the travel card application. Please visit our website to view a copy of the acknowledgment statement:
<http://www.rdc.noaa.gov/~finance/citiacknowl.PDF>

(4) Advise employees to submit requests for reinstatement of canceled accounts to the Line Office Chief Financial Officer (CFO)/Management and Budget Chief, or Staff Office Director, which will be submitted to Citibank for approval. Cards are rarely reinstated when canceled by Citibank.

(5) Review each of the following monthly Total Business Reporting (TBR) reports issued by Citibank through the Citibank Electronic Reporting System (CERS):

TBR 00100, Report Manifest - Listing of all reports available.

TBR 00210 (cycle), Account Listing - An Alphabetical listing of cardholders within your respective FMC

TBR 00230-01 (monthly), Forecast of Reissue - Travel cards that are scheduled to be reissued. Note: travel cards are automatically reissued every two years.

TBR 00230-02 (monthly), Forecast of Non-Reissue - Travel cards that will not be reissued for various reasons, such as delinquency, terminated employees, travel card returned, etc.

TBR 00320 (cycle), Account Cash Advance - Listing of cash advances.

TBR 00360 (cycle), Account Suspension and Cancellation

TBR 00361 (cycle), Account Presuspension and Cancellation

TBR 00370 (cycle), Declined Authorization Report - Listing of purchases which have been declined. Travel cards may be declined for many reasons. The most commonly used codes follow:

0006 *lost card; pending transfer* - Cardholder reported the card lost, and then found the card and tried to use it, but the account was closed.

0031 *account coded (credit rating)* - card is either suspended or closed.

0111 *invalid PIN* - invalid pin entered.

0112 *exceeds ATM daily limit* - exceeds the daily amount authorized.

0125 *invalid card verification value* - the 3 digit number on the back of the card is invalid.

0134 *CRV status* - Cardholder never activated card.

0207 *invalid expiration date* - merchant entered incorrect expiration date

0048 *not enough money* - went over their authorized credit limit.

0818 *exceeded account MCCG velocity menu* - exceeds the weekly amount authorized.

0823 *MCCG include, no match* - Merchant Category Code not allowed.

TBR 00401 (cycle), Detailed Account Cycle Report - Listing of purchases and cash advances.

(6) Review **TBR 00210** and ensure that appropriate individual credit limits are established commensurate with the line office mission. Credit limits should be lowered, and rarely raised, on a case-by-case basis through your servicing AOPC. An e-mail from the employee's approving official must be sent to the servicing AOPC when credit limits are temporarily raised. The e-mail request must contain the employee's name, dates of travel and total amount needed. In emergency circumstances, credit limits can be increased by a request from an employee with a follow-up e-mail from the approving official.

(7) Review **TBR 00210** to decide which cards will be canceled. Cards that will rarely be used within a five year period should be deactivated by lowering the credit limit to \$1 (see #6 above). Deactivated cards are held in a temporary suspension until they are needed. Contact your servicing AOPC to reactivate travel cards. Cards that will not be used within a 5 year period should be canceled through your servicing AOPC via e-mail request.

(8) Review **TBR 00230-01** and **TBR 00230-02** to verify which cardholders should be reissued travel cards and which cardholders should not. **TBR 00230-02** will show cards that will not be reissued for various reasons. The code "T2 Return Mail" generally means that cardholder statements have been returned to Citibank due to a change of address. FMCs should inform travelers who appear on this report with a "T2 Return Mail" code to contact Citibank and either cancel their account or provide a new address. Citibank's customer service number is 1-800-790-7206.

(9) Review **TBR 00360** and **TBR 00361** and ensure that the employee's supervisor takes appropriate administrative disciplinary action when travel card accounts become delinquent, i.e., the account is past due 60 days or more. Currently, the servicing AOPC sends e-mail notifications to employees who appear on these reports, and their supervisors. The NOAA Travel Office prepares a monthly report of delinquencies which is sent to each Line Office CFO/Management and Budget Chief, or Staff Office Director for review. FMCs should maintain a record of any disciplinary actions taken, as well as the employee's response.

(10) Assist cardholders whose travel vouchers have not been authorized by approving officials in a timely fashion so that cardholders can make timely payments to Citibank. Travel vouchers must be submitted to the servicing finance office for payment within 5 working days after completion of travel, or every 30 days if in a continual travel status.

(11) Review **TBR 00320**, **TBR 00370**, and **TBR 00401** and ensure that employees are not misusing their travel card. Misuse is defined as using the travel card for personal use, e.g., using the travel card while not on official business and/or using the travel card to purchase personal items. Notify the employee's supervisor of any questionable or inappropriate charges. At the discretion of the FMC or the supervisor, the card may be revoked for misuse. See "Travel Card Misconduct and Corrective Measures at the following web-site:
<http://www.rdc.noaa.gov/~finance/citimisconduct.pdf>.

(12) Prepare and submit to the servicing AOPC quarterly reports of disciplinary actions taken for cardholders whose accounts are delinquent or have been misused. The AOPC will review the FMCs' reports of disciplinary actions to ensure appropriate disciplinary actions were taken consistently for all NOAA FMCs. If appropriate disciplinary action is not taken, the reports will be forwarded to the Line Office CFO/Management and Budget Chief, or Staff Office Director for review. Negative reports are required.

Quarterly reports will be submitted in the following format:

FMC Information: FMC Contact Name, FMC Office Title, FMC Code, and Phone Number.

Traveler Information: Traveler's Name, Type of Misuse, and Disciplinary Action Taken.

Quarterly reports are due by COB January 15, April 15, July 15, and October 15 of each year and will be submitted to the appropriate AOPC. See #13 below. Reports must be retained for a one-year period before they are destroyed.

NOAA TRAVEL REGULATION
Chapter 301-Travel Allowances

Exhibit 301-51A

(13) Call your servicing AOPC if further interpretation of reports and/or further guidance is needed:

(i) All Line and Staff Offices, other than NMFS and NWS, will call (301) 413-3060 x158,
20020 Century Blvd, Suite 1C, Germantown, MD 20874
Fax (301) 413-3066

(ii) NMFS employees will call (301) 713-1364 x148
Office of Management and Budget
1315 East West Highway, Room 1441 Silver Spring, MD 20910
Fax (301) 713-1441

(iii) NWS employees will call (301) 713-1698 x167
NWS W/CFO3 1325 East West Highway, Room 18366 Silver Spring, MD 20910
Fax (301) 713-0347

(14) Review the following:

Federal Travel Regulation Chapter 301-51: <http://www.gsa.gov/>
Click on "Travel on Government Business", "Federal Travel Regulation (FTR)", "FTR Table of Contents", "Chapter 301", and "301-51".

Department of Commerce (DOC) Travel Regulation 301-51:
<http://www.rdc.noaa.gov/~finance/doc-51.PDF>

NOAA Travel Regulation, Chapter 301-51:
<http://www.rdc.noaa.gov/~finance/301-51.PDF>

DOC Travel Regulation, Chapter 301-10:
<http://www.osec.doc.gov/oebam/travelcharge.htm>

Department Administrative Order (DAO) 202-751
<http://www.osec.doc.gov/bmi/daos/202-751.htm>

In addition, please call the help desk - 800-790-7206; option 2, option 2, option 3, when you are experiencing any problems with CERS, or need to reset your password. Please visit the Citibank website:

<http://www.rdc.noaa.gov/~finance/Citibank.htm>

Citibank ATM Locator
Citibank Customer Service Number/Speedpay
Citibank Travel Card Acknowledgement Statement
Citibank Travel Card Application
Citibank Travel Card Delinquency Timeline
Citibank Travel Card Do's and Don'ts
Citibank Travel Card Instructions
Citibank Travel Card Maintenance Form
Citibank Travel Card On-Line Training
Citibank Travel Card Regulations
Citibank Travel Card Reinstatement Procedures
Citibank Travel Cardholder Agreement
Citibank Web-Site
CitiDirect (Access for cardholders to view travel card statements on-line)
Travel Card Misconduct and Corrective Measures

CERS Tips

- CERS will hold reports for 13 months.
- User Ids and/or Passwords should not be shared with other employees.
- Reports are sent electronically either “cycle” (21st of every month) or “monthly” (end of the month).
- Internet explorer is the preferred browser over Netscape for accessing reports.
- Use the “Folders” icon instead of the “back” icon to return to the previous page.
- New reports are sent via e-mail and only current reports can be viewed from the e-mail internet site. To access all reports available, login to CERS via the internet site.
- Inability to access a report may indicate that there is no activity.
- Reports without detail may indicate that there is no activity.